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**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

NEAL BARBER, an individual

|Case No.:

Plaintiff

CLASS ACTION COMPLAINT FOR:

V.

MULTI MEDIA, LLC d/b/a
CHATTRUBATE, a California
limited liability company, BAYSIDE
SUPPORT SERVICES LLC, a
Florida limited liability company,
and DOES 1 through 10, inclusive

Defendants

1. Negligence
2. Negligent Infliction of Emotional Distress
3. Violation of Business & Professions Code §17200
4. Medical Monitoring
5. Declaratory and Injunctive Relief

DEMAND FOR JURY TRIAL

I. INTRODUCTION

1. This case arises from the psychological trauma suffered by Plaintiff NEAL BARBER (“Plaintiff”) from his work as a content moderator on the adult live-streaming platform Chaturbate.com. Plaintiff alleges he and the proposed class have been subjected to daily exposure of extreme, violent, graphic, and sexually explicit content, without any of the safeguards now recognized as necessary to prevent lasting psychological harm to such content moderators.

2. Defendants BAYSIDE SUPPORT SERVICES LLC (“Bayside”) and MULTI MEDIA, LLC d/b/a CHATURBATE (“Chaturbate”) (collectively “Defendants”) jointly employed Plaintiff and the proposed class of content moderators. During the liability period, Defendants knowingly and intentionally failed to provide their content moderators with industry-standard mental health protections, such as content filters, wellness breaks, trauma-informed counseling, or peer support systems.

3. As a result of this prolonged and harmful exposure, and the Defendants' failure to act appropriately with regard to their content moderators, Plaintiff developed post-traumatic stress disorder (PTSD) and other severe emotional injuries, requiring ongoing medical treatment and therapy. These injuries were not only foreseeable, but preventable. Had Defendants taken even the minimal precautions adopted by companies in Defendants' industry, Plaintiff would not have suffered these injuries. Plaintiff is informed and believes that numerous other members of the proposed class have also suffered emotional harm from engaging in the content moderator duties required of them by Defendants.

4. Through this action, Plaintiff seeks to hold Defendants accountable for their systemic disregard of the psychological safety of their content moderators, to recover compensation for the harm he and the proposed class have suffered, and to

1 ensure that he and the proposed class are no longer exposed to unsafe and harmful
2 digital workplaces without proper mental health protections.
3

4 I. JURISDICTION AND VENUE

5 5. This Court has subject matter jurisdiction pursuant to 28 U.S.C. §1332(a), as
the amount in controversy exceeds \$75,000 and there is complete diversity of
6 citizenship between Plaintiff and Defendants.

7 6. Plaintiff is a resident of Las Vegas, Nevada.

8 7. Bayside is a Florida limited liability company with its principal place of
business in Miami, Florida. Bayside provides content moderators to various online
10 platforms.

11 8. Chatturbate is a California limited liability company with its principal place
of business in Lake Forest, California.

12 9. Venue is proper in this District pursuant to 28 U.S.C. §1391(b) because a
substantial part of the events or omissions giving rise to the claims occurred in this
15 District.

16 II. PARTIES

17 10. Plaintiff is an individual who has at all relevant times worked for
Defendants as a “Customer Service Risk Supervisor.” Plaintiff’s job is to act as a
19 content moderator for the Chatturbate website. Plaintiff’s job requires him to view
and interact with sexually explicit, violent, obscene and psychologically disturbing
21 live-streamed content for extended periods of time without adequate mental health
protections.

22 11. Plaintiff was hired by Defendants in November of 2020 and is currently on
medical leave due to PTSD from his content moderation work for Defendants.
25 Defendants have been Plaintiff’s joint employer during the time of the events
26 alleged herein.

1 12. At all times alleged herein Bayside has handled payroll and staffing
2 logistics for Plaintiff and the proposed class. At all times alleged herein,
3 Chaturbate has been the joint employer of Plaintiff and the proposed class because
4 Chaturbate exclusively dictates all moderation policies, procedures, and
5 performance standards for Plaintiff and the proposed class.

6 13. Plaintiff and the proposed class of content moderators are required to
7 operate entirely within Chaturbate's proprietary digital infrastructure, follow
8 Chaturbate's moderation protocols, and meet its platform-defined engagement and
9 responsiveness targets. Human Resources and staff training for Bayside and
10 Chaturbate are handled by the same people.

11 14. At all times alleged herein, Bayside and Chaturbate each has retained full
12 authority to monitor, evaluate, and remove Chaturbate.com content moderators.

13 **III. FACTUAL ALLEGATIONS**

14 15. Chaturbate.com is owned and operated by Chaturbate. Chaturbate.com is an
15 adult live-streaming website that hosts sexually explicit content and interactive
16 performances broadcast by models to a global audience. The platform allows users
17 to view, tip, and engage in real-time chat with performers, and relies on content
18 moderators to manage user interactions, enforce content guidelines, remove
19 inappropriate content, and sustain user engagement across sexually explicit and
20 high-traffic channels.

21 16. Because platforms like Chaturbate host vast amounts of live, unfiltered, and
22 sexually explicit content, content moderators are essential to maintain compliance
23 with legal standards, enforce platform rules, and prevent the dissemination of illegal
24 or abusive material. They serve as the first line of defense against child
25 exploitation, non-consensual content, violent content, obscene content, self-harm,
26 and other violations. Without content moderators, Chaterbate.com would quickly
27 become unmanageable, unsafe, and legally vulnerable.

1 17. Plaintiff and the proposed class have been expected to view and respond to
2 sexually explicit, violent, or otherwise psychologically disturbing material in real
3 time, often without adequate rest, training, or mental health support.

4 18. Defendants refer to their content moderators not as “moderators,” but as
5 “customer service risk supervisors,” and “customer service risk agents.” Each of
6 these titles is used by Defendants to describe individuals who perform content
7 moderation functions for the Chaturbate.com platform.

8 19. Despite these alternative titles, these workers each performed the core
9 functions of content moderation, including identifying and reporting prohibited
10 content, managing viewer interactions, and sustaining user engagement. The
11 rebranding of this role as “agent” or “supervisor” does not diminish its nature as
12 high-risk moderation work involving prolonged exposure to disturbing, obscene,
13 violent and sexually explicit material.

14 20. Plaintiff seeks to represent a class of individuals who held one or more of
15 these titles or engaged in content moderation work for Defendants under a different
16 job title.

17 21. Because prolonged exposure to graphic, violent, and sexually explicit
18 content is known to cause serious psychological harm, including post-traumatic
19 stress disorder, digital labor experts, occupational psychologists, and organizations
20 such as the World Health Organization (WHO) and the International Association of
21 Privacy Professionals (IAPP) have recognized the need for protective standards in
22 content moderation. These guidelines, which are also reflected in policy changes
23 implemented by companies like Facebook (Meta) and YouTube following high-
24 profile litigation, recommend trauma-informed mental health support, content
25 filtering tools (e.g., grayscale and muted autoplay), wellness breaks, workload
26 rotation, and regular psychological assessments. Although not legally mandated,
27 these standards are now widely considered industry norms and have been

1 incorporated into court-approved settlements and internal policy reforms by leading
2 technology platforms. Plaintiff alleges Defendants did not implement or follow any
3 of these standards. This exposed Chaterbate.com content moderators like Plaintiff
4 and the proposed class to foreseeable and preventable psychological harm.
5

6 22. During the liability period Plaintiff and the proposed class have been and
7 continue to be routinely exposed to some of the most graphic, disturbing, obscene
8 and psychologically damaging content found anywhere online. Their jobs require
9 them to monitor live-streamed material which too often involves child sexual abuse
10 imagery, self-harm and suicide threats, extreme violence, and highly obscene,
11 degrading, or dehumanizing sexual acts. Much of this content is created to be
12 intentionally shocking, often non-consensual, and designed to provoke trauma.
13 Plaintiff and the proposed class have been subjected to this material for extended
14 hours without the benefit of trauma-informed supervision, wellness breaks, or
15 access to psychological support. This relentless exposure has led to chronic
16 psychological harm, including vivid nightmares, emotional detachment, panic
17 attacks, and other symptoms consistent with PTSD for Chaterbate.com content
18 moderators. This was a foreseeable consequence of a workplace designed with no
19 regard for mental health.

20 23. Plaintiff alleges Defendants knew or should have known that prolonged
21 exposure to sexually explicit, obscene, graphic, disturbing and violent content
22 posed significant psychological risks, yet failed to require or implement industry-
23 standard safeguards.

24 24. As a result of Defendants' failure to provide a psychologically safe
25 workplace, and Defendants' omissions regarding protecting its content moderators
26 from the mental health risks involved in his work, Plaintiff and the proposed class
27 have suffered severe emotional distress, economic loss, and permanent
28 psychological injury.

1 25. Defendants' conduct falls outside the scope of workers' compensation
 2 exclusivity because it violated fundamental public policies and involved a reckless
 3 failure to provide a safe workplace far beyond mere negligence. Plaintiff alleges
 4 that Defendants knowingly failed to implement basic, industry-recognized mental
 5 health protections for workers regularly exposed to graphic, violent, and disturbing
 6 content despite widespread acknowledgment that such exposure poses a serious risk
 7 of psychological harm. This failure was not a routine workplace oversight but a
 8 conscious disregard of nondelegable duties imposed by law and public policy,
 9 including the obligation to provide a safe and healthy work environment. As such,
 10 Plaintiff's claims are not barred by workers' compensation exclusivity.

11 IV. CLASS ACTION ALLEGATIONS

12 26. Plaintiff brings this action on behalf of a proposed class pursuant to Fed. R.
 13 Civ. P. 23(a) and 23(b)(3), and seeks to represent the following class of people:
 14

15 **All individuals who, at any time during the four years preceding the
 16 filing of this Complaint through the present, performed moderation
 17 work for Chaturbate.com on behalf of Defendants, regardless of job title
 or location.**

18 *Numerosity.* The members of the proposed class are so numerous that their
 19 individual joinder is impracticable. The precise number of proposed class
 20 members is unknown to Plaintiff. The true number of the proposed class is known
 21 by the Defendants, however, and thus, may be notified of the pendency of this
 22 action by first class mail, electronic mail, and by published notice.

23 *Existence and Predominance of Common Questions of Law and Fact.*
 24 Common questions of law and fact exist as to all members of the proposed class
 25 and predominate over any questions affecting only individual proposed class
 26 members.

27 *Typicality.* Plaintiff's claims are typical of the claims of the proposed class.
 28

1 ***Adequacy of Representation.*** Plaintiff will fairly and adequately protect the
 2 interests of the members of the proposed class. Plaintiff has retained counsel
 3 experienced in complex labor and consumer class action litigation. Plaintiff
 4 intends to prosecute this action vigorously. Plaintiff has no adverse or antagonistic
 5 interests to those of the proposed class.

6 ***Superiority.*** A class action is superior to all other available means for the
 7 fair and efficient adjudication of this controversy. The damages or other financial
 8 detriment suffered by individual proposed class members is relatively small
 9 compared to the burden and expense that would be entailed by individual litigation
 10 of their claims against Defendants. It would thus be virtually impossible for the
 11 class, on an individual basis, to obtain effective redress for the wrongs done to
 12 them. Furthermore, even if proposed class members could afford such
 13 individualized litigation, the court system could not. Individualized litigation
 14 would create the danger of inconsistent or contradictory judgments arising from the
 15 same set of facts. Individualized litigation would also increase the delay and
 16 expense to all parties and the court system from the issues raised by this action. By
 17 contrast, the class action device provides the benefits of adjudication of these issues
 18 in a single proceeding, economies of scale, and comprehensive supervision by a
 19 single court, and presents no unusual management difficulties under the
 20 circumstances here.

21 **V. CAUSES OF ACTION**

22 **First Cause of Action**

23 **Negligence**

24 27. Plaintiff incorporates by reference the preceding paragraphs as though fully
 25 set forth herein.

26 28. Defendants owed Plaintiff and the proposed class a duty of care to provide a
 27 safe workplace and to protect him from foreseeable harm.

29. Defendants breached this duty by failing to implement reasonable safeguards to protect moderators from exposure to psychologically harmful content.

30. As a direct and proximate result of this negligence, Plaintiff and the proposed class have suffered severe emotional distress and psychological injury.

Second Cause of Action

Negligent Infliction of Emotional Distress

31. Plaintiff incorporates by reference the preceding paragraphs as though fully set forth herein.

32. Defendants' conduct created working conditions so extreme and unsafe that a reasonable person in Plaintiff's position would have suffered emotional distress.

33. Defendants knew or should have known that their failure to provide psychological safeguards would cause Plaintiff and the proposed class serious emotional harm.

34. As a result, Plaintiff suffered PTSD and other psychological injuries requiring ongoing treatment. On information and belief, Plaintiff asserts that the proposed class has also suffered harm from the acts and omissions alleged against Defendants herein.

Third Cause of Action

Violation of Business & Professions Code § 17200 (Unfair Competition Law)

35. Plaintiff incorporates by reference the preceding paragraphs as though fully set forth herein.

36. Defendants engaged in unfair and unlawful business practices by failing to provide a safe work environment, misrepresenting the conditions of employment, and ignoring known health risks.

37. These practices gave Defendants an unfair business advantage and caused substantial injury to Plaintiff and the proposed class.

1
2 **Fourth Cause of Action**
3

4 **Medical Monitoring**
5

6 38. Plaintiff incorporates by reference the preceding paragraphs as though fully
7 set forth herein.
8

9 39. Plaintiff and the proposed class were exposed to known hazards through his
10 work, including psychologically harmful content, which has been linked to PTSD
11 and other mental health conditions.
12

13 40. There is a reasonably certain need for medical monitoring, including
14 ongoing screening and treatment for mental health conditions caused by this
15 exposure.
16

17 41. Plaintiff seeks the establishment of a court-supervised medical monitoring
18 fund to provide such care.
19

20 **Fifth Cause of Action**
21

22 **Declaratory and Injunctive Relief**
23

24 42. Plaintiff incorporates by reference the preceding paragraphs as though fully
25 set forth herein.
26

27 43. An actual controversy exists between Plaintiff and Defendants regarding
28 Defendants' obligation to implement mental health safeguards for their content
moderators.
29

30 44. Plaintiff seeks declaratory relief that Defendants' conduct was unlawful and
31 injunctive relief requiring the implementation of recognized protective measures,
32 including but not limited to mental health screenings, mandatory breaks, and access
33 to psychological counseling.
34

35 **VI. PRAYER FOR RELIEF**
36

37 WHEREFORE, Plaintiff prays for judgment against Defendants, and each of
38 them, as follows:
39

40 1. General and special damages in an amount to be proven at trial;
41

- 1 2. Costs of medical and psychological treatment;
- 2 3. Loss of income and earning capacity;
- 3 4. Punitive and exemplary damages where allowed;
- 4 5. Injunctive relief requiring Defendants to implement mental health safeguards
 for moderators;
- 5 6. Establishment of a medical monitoring fund;
- 6 7. Reasonable attorneys' fees and costs;
- 7 8. Such other and further relief as the Court deems just and proper.

10
11 DATED: July 21, 2025

HAMNER LAW OFFICES, APLC

12 *Chris Hamner*

13
14 By: Christopher J. Hamner, Esq.
15 Attorneys for Plaintiff and the proposed class